



CONFERENCE DESK LEAD STUDENT ASSISTANT Job Description

DATES OF EMPLOYMENT: April 11, 2022 – August 12, 2022

SUPERVISORS: Joellen Peterson & Mallory Garcia
Conference Services Coordinator Resident Services Coordinator

RESPONSIBILITIES:

General responsibilities include:

- Work with Conference Services 10-35 hours per week. (~10 hrs during Academic year, 35+ during summer)
- *Note: conference operations are open throughout the summer (including holidays); staff members will be expected to work weekends and holidays.
- Provide excellent customer service to conference guests, housing residents and the campus community.
- Act as the initial contact for conference attendees; answer questions and provide them with accurate information in a courteous and helpful manner.
- Develop a close working relationship with the Conference Services Coordinator and the Resident Services Coordinator.
- Maintain a positive and helpful manner while working cooperatively with summer conference staff, Housing staff and conference groups.
- Serve as a resource to assist completion of any tasks as assigned by the Conference Coordinator & Resident Services Coordinator.

Specific responsibilities include:

- Serve as mentor and resource to the general Conference staff.
- Assist in maintaining oversight of the Conference Desk operations and duty staff and all associated details for the successful operation of the desk and safety and security of summer conferences.
- Answer phone calls, take messages, answer questions, faxing or mailing information and referring guest complaints and comments to appropriate staff members.
- Help to prepare agenda with Housing Lead assistant for weekly student staff meetings, attend and lead the student staff meetings, take notes, type and email minutes from the meetings. Review with Housing Lead Assistant post meeting.
- Assist conference guests with lock-outs.
- Cover shifts at the Conference desk as needed.
- Maintain knowledge of current issues with conference guests, employees and facilities.
- Work with Conference Assistants to make, post and maintain all signs in residence halls throughout the various conferences.
- Update all message board and LCD announcements as needed.
- Working knowledge of housing buildings and facilities.
- Help with data entry of information for each conference guest into the StarRez conference database.
- Help with encoding key cards with room access information using the Onity system.
- Cover desk during pro-staff meetings and other shifts as needed.
- Work closely with operations in the Housing Office, the Linen Supervisor and the Conference Desk staff to ensure smooth check-ins and check-outs of conference groups.
- Be available for all check-ins and some check-outs, most of which occur on the weekends.
- Reconcile all information after check-outs and provide a report to the Conference Coordinator for invoicing.
- Being on-call for emergency room assignments & conference center needs.
- Attend weekly conference coordination meetings, report on conference housing assignments, operational concerns, special group needs, etc.
- Having phone service is required. A cell phone can be provided if necessary.
- Must respond to emergency situations with a sense of urgency and physical effort.

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- Confront and respond to residents or guests that violate community guidelines.
- Prepare, schedule and run training sessions for Conference Student Staff.
- Must maintain confidentiality of sensitive information.
- Meet weekly with Housing Lead Asst., Conference Coordinator & Resident Services Coordinator.
- New guest out-reach via phone, text & email to ensure guest satisfaction & feedback. Providing follow-up actions to guest requests to improve customer service.
- Assume other responsibilities as assigned.

QUALIFICATIONS:

- Must be enrolled at HSU for a minimum of six units for the fall semester or be enrolled in summer session.
- Strong administrative skills and attention to detail are critical. Experience with Excel spreadsheets is preferred.
- Must possess strong interpersonal communication skills and the ability to project a positive image and attitude about the conference operations, the Department of Housing & Residence Life and the University.
- While employed, conduct and dress must reflect University standards. (3 shirts and a name tag are provided)
- For reasons of safety and security, must successfully pass a background check prior to the start of employment.

COMPENSATION:

\$17.12/hour for hours worked at the Conference center or hours worked completing other projects/tasks. One meal per shift at the J, when open, and a single room in a shared apartment will be provided as an additional benefit. This position is not eligible for vacation time during the Summer Conference season, from May 30 – August 12, 2022.